

Message Text

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ORIGIN CA-01

INFO OCT-01 ARA-14 EUR-12 EA-12 NEA-11 ISO-00 PPTE-00
VO-03 SCS-06 SIG-03 PER-05 /068 R

DRAFTED BY CA:JHOTCHNER:BC
APPROVED BY CA:BMWATSON
ARA/EX:WDCALDERHEAD (DRAFT)
EA/EX:JRMILLS (DRAFT)
EUR/EX:DCLEIDEL (DRAFT)
NEA/EX:JSCONNOLLY (DRAFT)
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TO AMCONSUL BARCELONA
AMEMBASSY COLOMBO
AMEMBASSY LA PAZ
AMEMBASSY LIMA
AMEMBASSY LISBON
AMEMBASSY MADRID
AMCONSUL MATAMOROS
AMCONSUL MERIDA
AMEMBASSY MEXICO
AMCONSUL MONTERREY
AMCONSUL RIO DE JANEIRO
AMCONSUL SEVILLE
AMEMBASSY TEL AVIV
AMEMBASSY WELLINGTON

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E.O. 11652: N/A

TAGS: CGEN

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SUBJECT: SUPPORT OF CONSULAR AGENTS - CONSULAR AGENTS'
HANDBOOK

REF: A-3687 OF JULY 23, 1976; A-618 OF FEB 7, 1977

1. YOU WILL SOON BE RECEIVING THE FIRST EDITION OF THE
CONSULAR AGENTS' HANDBOOK (VIA AIR POUCH). IT HAS BEEN

WRITTEN WITH THE THOUGHT IN MIND THAT THE CONSULAR AGENTS
(CA) NEED A PRACTICAL REFERENCE WHICH TELLS THEM:

(A) IN WHAT SITUATIONS THEY ARE EXPECTED TO ACT, AND

(B) WHAT TYPES OF ACTIONS ARE APPROPRIATE,

2. THE HANDBOOK COVERS BRIEFLY MOST CONSULAR WORK RELATED
SITUATIONS THE CA'S ARE LIKELY TO FACE. ADDITIONAL
MATERIAL GIVING IN DEPTH GUIDANCE IS AVAILABLE TO THE
CA IN THE MANUAL AND BOOKLET REFERENCES THROUGHOUT THE
TEXT. -

3. A LIST OF THOSE MANUALS/BOOKLETS IN REFERENCE IS SHOWN
IN SECTION II, PART B OF THE HANDBOOK. PLEASE ASSURE
THAT THE CA'S HAVE UPDATED COPIES OF THEM. IF COPIES
OF THESE MANUALS OR BOOKLETS ARE NEEDED AND THEY CAN
NOT BE SUPPLIED BY THE SUPERVISORY CONSULAR POST (SCP),
PLEASE ADVISE THE DEPARTMENT, ATT: CA/EX, BY TELEGRAM.

4. THE DEPARTMENT FEELS STRONGLY THAT THE CONSULAR AGENT
SYSTEM IS A USEFUL TOOL IN BRINGING SERVICE CLOSER TO
AMERICAN CITIZENS THAN MIGHT OTHERWISE BE POSSIBLE. IT
CAN ALSO RELIEVE THE SCP OF SOME OF THE BURDEN INVOLVED
IN HANDLING BOTH AMERICAN AND ALIEN CLIENTS SEEN AT THE
CONSULAR AGENCY. -
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5. FUNDAMENTAL TO THE SYSTEM WORKING EFFICIENTLY TOWARD THE
ENDS DESCRIBED IS A MUTUAL UNDERSTANDING BETWEEN CA
AND THE SCP OF THE FUNCTIONS EACH PERFORMS. IT IS ALSO
MANDATORY THAT THE SCP GIVE DUE RECOGNITION TO THE CA AS
A REPRESENTATIVE OF THE U.S. GOVERNMENT AND INTEGRATE
HIS OR HER ACTIVITIES INTO THE MISSION'S OVERALL EFFORT.

6. THE FOLLOWING SPECIFIC MATTERS SHOULD BE GIVEN ATTEN-
TION BY THE SCP:

1. ALL OFFICERS OF THE SCP SHOULD BE ALERT TO
OPPORTUNITIES TO MAKE USE OF THE CONSULAR AGENCY.

2. VISITS OF SCP AND EMBASSY OFFICERS TO THE CA'S
LOCALITY SHOULD BE COORDINATED IN ADVANCE - BOTH TO
OBTAIN ASSISTANCE AND RELEVANT INFORMATION, AND TO
INCLUDE THE CA IN PROTOCOL VISITS.

3. THE CA SHOULD VISIT TO SCP OFTEN ENOUGH TO KNOW
THE OFFICERS WITH WHOM HE OR SHE WORKS.

4. THE SCP SHOULD ENSURE THAT THE CA IS SUFFICIENTLY FAMILAR WITH THE OPERATION AND ORGANIZATION OF ITS VARIOUS ELEMENTS TO PERMIT HIM OR HER TO RESPOND INTELLIGENTLY AND CONSTRUCTIVELY TO REQUEST FOR SERVICES AND INFORMATION.

5. THE SCP SHOULD ASSURE THAT THE CA UNDERSTANDS THE NECESSITY IN REQUESTING GUIDANCE IN HANDLING SENSITIVE OR COMPLEX CASEWORK.

6. THE SCP SHOULD ENCOURAGE THE CA TO GET TO KNOW THE LAW ENFORCEMENT AUTHORITIES WHO WILL BE CONTACT POINTS IN ASSISTING AMERICAN CITIZENS. THE CA SHOULD ALSO BE ENCOURAGED TO ESTABLISH CONTACT WITH LOCAL UNCLASSIFIED

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CIVIL, GOVERNMENT, RELIGIOUS AND/OR PRIVATE WELFARE GROUPS WHICH MIGHT BE USEFUL.

7. THE SCP SHOULD PROVIDE COPIES OF ALL OF ITS GENERAL INFORMATION FORMS DISTRIBUTED TO THE PUBLIC TO THE CA FOR EVALUATION. SUCH FORMS AS ARE DETERMINED TO BE USEFUL TO THE CA SHOULD BE PROVIDED.

8. THE SCP SHOULD ASSURE THAT COMMUNICATIONS BETWEEN IT AND THE CA ARE SAFE AND REASONABLY SWIFT.

9. THE SCP SHOULD ASSURE ITSELF THAT THE CA HAS DEVELOPED PROCEDURES TO ADVISE THE PUBLIC AND RELEVANT LOCAL OFFICIALS OF WHEN AND WHERE HE OR SHE IS ROUTINELY AVAILABLE, AND HOW TO CONTACT IN THE EVENT OF EMERGENCY.

10. THE SCP SHOULD PERFORM A PERIODIC PERFORMANCE EVALUATION OF THE CONSULAR AGENCY AS REQUIRED IN 3 FAM 996.2. CONCLUSIONS OF THE EVALUATION SHOULD BE DISCUSSED WITH THE CA. - BOTH PRO AND CON -

7. THIS LIST BY NO MEANS EXHAUSTS THE WAYS IN WHICH THE SCP CAN BE HELPFUL IN ASSISTING THE CA TOWARD HIGH QUALITY PERFORMANCE AND MUTUALLY SATISFACTORY RELATIONS. IT DOES, HOWEVER, INDICATE THAT THESE RESULTS WILL OCCUR ONLY WITH EFFORT AND A WATCHFUL EYE KEPT ON POTENTIAL PROBLEMS.

8. THE DEPARTMENT STANDS READY TO HELP RESOLVE PROBLEMS AND PROVIDE ANY REASONABLE SUPPORT THE SCP CAN RECOMMEND. WITH REGARD TO THE HANDBOOK, THE DEPARTMENT WOULD APPRECIATE ANY COMMENTS OR SUGGESTIONS WHICH ADDRESSEES AND THE CONSULAR AGENTS WOULD LIKE TO MAKE. CHRISTOPHER

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